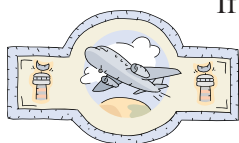




## TRICARE & Your PCS Move



If you are enrolled in TRICARE Europe Prime and are scheduled for a

Permanent Change of Station (PCS) move in the near future, you will remain enrolled for a maximum of 60 days from the date you fly out of the TRICARE Europe region. Transferring your TRICARE Prime benefit is easy with a little preparation on your part.

Your first step is to let your current TRICARE Service Center (TSC) know that you are moving before you move. This protects you and your family from incurring unnecessary charges for unexpected emergency health care needs while you travel back to the states or to another overseas location.

You can also receive the location and phone number of the TSC at your next location. Ensure you also carry your TRICARE Europe Passport with you when you travel.

When you arrive at your next assignment, stop by your new TSC as soon as possible.

Here you will be provided information about locally available TRICARE programs so you can make an informed choice about your family's health care. While Active Duty members must remain enrolled in Prime, family members may have several choices.

If you decide to keep your family members enrolled in Prime at your

new location, all you need to do is complete a form to transfer enrollment and obtain a new Primary Care Manager (PCM). Your new TSC will help you accomplish this.

If you do not transfer enrollment of your family members, they will automatically revert to TRICARE Standard at the end of their TRICARE Europe Prime enrollment period. This period ends 60 days from the date you fly out of the TRICARE Europe region.

If you need emergency health care while you are in transit to your next assignment, go to the nearest military or civilian emergency room. If the care you need is not an emergency, wait until you enroll in your gaining TRICARE region to schedule an appointment.

If you cannot wait, contact TRICARE Europe for assistance at your earliest convenience. This step will help ensure that your claim is properly processed. Contacting TRICARE Europe

- Dial 1-888-777-8343 if you are in the continental U.S.
- Dial 06302-67-7433 if you are in Germany
- Dial 1-866-TEUROPE if you are in any other country in Europe.

This is an AT&T toll-free number. You will need the access code from the country in which you are dialing. Access codes and dialing instructions are available at

[www.att.com/browse](http://www.att.com/browse)

If you receive care from a civilian provider during your PCS, you may be expected to pay first and then file the claim yourself.

However, the claim will normally be filed for you if your civilian provider is part of the TRICARE network. You can get advice on where to find TRICARE providers by calling the nearest TSC.

Contact numbers for TSCs worldwide are listed in your TRICARE Europe Passport. In any event, you need to ensure that all claims acquired during your PCS are mailed to:

**Family Members:  
TRICARE Europe  
WPS — Foreign Claims  
P.O. Box 8976  
Madison WI 53708-8976**

**Active Duty members:  
TRICARE Europe  
WPS - Active Duty  
Claims Processing  
P.O. Box 7968  
Madison, WI 53707-7968**

As a TRICARE Europe Prime enrollee, you should use these addresses to mail claims received from care delivered anywhere in the U.S. or abroad.

Remember to add your local TRICARE Service Center to your outprocessing checklist. Your TSC should be one of your first and last stops every time you PCS.

# School's Out! Summer Travel Tips from TRICARE



For many TRICARE Prime beneficiaries in Europe, the end of the school year marks the start of the summer travel season. The following is a synopsis of need-to-know information about health care for vacationing TRICARE Europe beneficiaries as well as relatives from the U.S. who visit military families in Europe this summer.

## Travel in Europe

If you require emergency medical care while on vacation, seek care at the nearest Military Treatment Facility (MTF). If you aren't certain where to go, contact the nearest TRICARE Service Center (TSC) for a referral to a host nation provider or seek care at the nearest emergency room, hospital or clinic (your TRICARE Europe Passport contains contact numbers in Europe – contact your TSC before you depart if you don't have one).

In all cases, you must contact your servicing TRICARE Service Center as soon as possible — preferably before care is rendered or immediately afterward if this is not possible. This is essential to make sure your claims are processed correctly. Remember that preauthorization is required for any non-emergency civilian care received overseas.

## Travel in the U.S.

If you need emergency medical care while traveling in the U.S., you are not required to seek authorization for care. Go to your nearest military or civilian emergency room. If it is not an emergency, we recommend you wait until you return home to receive care. If you cannot wait, refer to your TRICARE Europe Passport or call TRICARE for instructions.

## Travel Over 60 Days

If you will be traveling to the states for a visit that exceeds 60 days, contact your servicing TSC to request a transfer of your Prime enrollment to the region in which

you will be staying. When you arrive at your destination, you must contact the gaining TSC to ensure your enrollment is transferred. Once you return to Europe, you must contact your TSC again to ensure your Prime enrollment is transferred back to Europe.

## Visiting Children of Active Duty Members Assigned Overseas

If you have children who attend school in the U.S. but return overseas to stay with you for an extended period (over 60 days) during the summer, we recommend you enroll them in TRICARE Europe Prime. Local enrollment ensures priority access to care and smooth claims processing. If they stay with you for only a few days, we recommend they remain enrolled in their stateside TRICARE region. Note that children must reside with you, their overseas-assigned active duty sponsor, in order to be eligible for Prime.

When students who have transferred their enrollment to TRICARE Europe return to school in the U.S. they must outprocess with their servicing overseas TRICARE Service Center (TSC) and return to the Prime or Standard coverage they had in the states. Contact your TSC for more information.

Please note that children of retirees who are enrolled in TRICARE Prime in the states but attend school or spend their summers (over 60 days) with their retired sponsor overseas should have their sponsor notify their stateside TSC to disenroll. TRICARE Prime is not available to retirees and their families overseas.

## Other Visiting Family Members (who are not TRICARE or TRICARE for Life beneficiaries)

If your parents, in-laws, or other non-dependent family members visit you this summer, they must ensure that their health insurance policy covers them overseas. If not, they may wish to purchase temporary travel insurance.

Medicare does not pay for care received overseas. If your visitors are covered under Medicare, ensure that they are aware of this rule and understand that there are no exceptions.

For more information about traveling with TRICARE, see [www.europe.tricare.osd.mil](http://www.europe.tricare.osd.mil) or stop by your local TRICARE Service Center.

# TRICARE Europe Beneficiary Feedback

The information in this column features frequently asked questions from beneficiaries and answers provided by the TRICARE Europe Office staff.

**Q: I will be separating from Active Duty soon. Am I entitled to receive any continued health benefits after I separate that will cover me and my family until I enroll to a civilian health insurance company?**

**A:** Our separating service members have two options for transitional healthcare. Below are some highlights of the benefits that are available.

**① Continued Healthcare Benefit Program (CHCBP).** This program provides transitional benefits for a specified period of time (usually 18-36 months) to former service members and their families. Although the benefits under CHCBP are similar to TRICARE Standard, it is not a part of the TRICARE program. Enrollment is required and there are premiums associated with this program. Humana Military Healthcare Services manages this program. Visit the following link for more information:

[www.tricare.osd.mil/chcbp/](http://www.tricare.osd.mil/chcbp/)

**② Transitional Healthcare Benefits for Former Active Duty members and their Families.** With this program, certain former Active Duty members and their families are eligible for transitional healthcare benefits when the sponsor separates from active duty. Once the member is determined to be eligible for the program, their TRICARE benefits may

be extended for up to 180 days after the separation date. Note that eligibility is determined by your Service personnel section and not by TRICARE. See [www.tricare.osd.mil/tricarehandbook/](http://www.tricare.osd.mil/tricarehandbook/) or visit your local TRICARE service center for more information.

**Q: If I want to have cosmetic, plastic, or reconstructive surgery done at my Military Treatment Facility, will I need to contact TRICARE for authorization?**

**A:** If you are considering scheduling a surgery at an MTF, first contact your Primary Care Manager (PCM). If you are seeking care from a civilian provider for cosmetic, plastic, or reconstructive surgery, your PCM will forward your referral via your local TRICARE Service Center Health Benefits Advisor (HBA) or Beneficiary Counselor and Assistance Coordinator (BCAC) to our Nurse Case Managers here at TRICARE Europe. If your request is allowable under TRICARE policy, the surgery may be authorized. For more information call or visit your local TRICARE Service Center.



- ① Visit your local TRICARE Service Center before you depart.
- ② If you need emergency care en route, get it at the nearest military or civilian hospital. Call TRICARE Europe as soon as possible.
- ③ Wait until you reach your new home to receive routine care.
- ④ Visit your new TSC as soon as you arrive at your new home to enroll.

## PCSing?

Here are some tips to smooth your health care move

Europe: 00-49-(0)6302-67-7433  
US: 888-777-8343

TEUROPE@europe.tricare.osd.mil  
[www.europe.tricare.osd.mil](http://www.europe.tricare.osd.mil)



**TRICARE Europe**

Your Passport to Quality Health



# TRICARE Dental Program Now in Remote Locations

**Dr. George Schad**

*TRICARE Europe Dental Program Coordinator*

Active duty and Reserve Component members and their family members stationed or located in remote locations now have an opportunity to enroll in the TRICARE Dental Program (TDP). This paid dental insurance plan, provided by United Concordia Companies, Inc. (UCCI) was brought to the European theater to help offset out of pocket expenses for military family member dental care.

"Remote" overseas locations are countries where the uniformed services have no military dental treatment facilities. This includes areas such as Sweden, Egypt, Russia and many other locations throughout Europe, the Middle East and Africa.

Active duty members in remote locations may access dental care by calling International SOS at 00-44-20-8762 8133 collect. International SOS will then make and appointment for the member and will pay the bill for dental services costing less than \$500. For care costing over \$500, International SOS will contact the TRICARE Europe Dental Office for authorization to guarantee payment for this type of patient.

Many servicemembers are already familiar with the TRICARE dental program – it is the same one offered in the continental U.S. for active duty family members, Reservists, and their family members. Eligibility rules, benefits, and premiums are the same as in the CONUS program.

Those already enrolled in the dental plan at their previous assignment will remain enrolled during their overseas assignment unless they choose to cancel their insurance.

Enrollment in the dental plan is as simple as signing up with UCCI. Enrollment forms are available at military Dental Treatment Facilities, from TRICARE Europe, or online at [www.ucci.com](http://www.ucci.com). However, members should ensure that they are enrolled before receiving any dental services.

Cost of the plan as of Feb. 1 is \$9.07 for one family mem-

ber and \$22.66 for two or more family members.

The TDP covers all types of professional dental services. Most diagnostic and preventive services such as checkups, x-rays, and cleanings are covered at 100 percent. As an added benefit for overseas family members, the government pays the enrollee's cost-share for basic restorative services (fillings), sealants, endodontics, periodontics and oral surgery. Enrollees will continue to be responsible for the cost-share for orthodontic, prosthodontic and other restorative services (crowns, onlays, buildups, posts and cores, etc.).

In remote locations, the area TRICARE POC will usually be the local point of contact for information and assistance with the TDP. Beneficiaries seeking orthodontic dental care in remote locations are required to have a non-availability form, which can be issued by a Remote TRICARE POC or the TRICARE Europe office.

Remote TRICARE POCs usually maintain a list of host nation dentists that are acceptable to the American community and who speak English. This list is also available by a search engine at the dental link for the TRICARE Europe web site. A non-availability form is not needed for routine or non-orthodontic dentistry in remote locations. Contact your POC or the TRICARE Europe Office for assistance with and information on the dental program, orthodontic non-availability forms and claims processing.

If a family member returns to CONUS and seeks dental care, continental U.S. dental benefit procedures (including co-pays) will be used for processing claims.

Information on the TRICARE Dental Program can be found on the United Concordia web site at [www.ucci.com](http://www.ucci.com) and the TRICARE Europe web site at [www.europe.tricare.osd.mil](http://www.europe.tricare.osd.mil). You may also contact UCCI toll free at 1-888-418-0466 by first calling the AT&T access number in your country, or E-mail them at [oonus@ucci.com](mailto:oonus@ucci.com). Call the TRICARE Europe Office for additional information at 00-49-6302-67-6358 or DSN 496-6358.



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